

BCC-1000 February 2013 WEBINARS: QUESTIONS AND ANSWERS (as of March 12, 2013)

Q. This is for discussion after the call, but we need to discuss how DHSS is being managed for access and staggered starting dates.

A. Group I will have 3 GO LIVE dates. The first group will consist of providers/employers whose business name begins with the letters from A-C. The second group of GROUP I providers/employers will consist of the letters D-M. The last group if Group I providers/employers will be the remaining businesses. DHSS DLTCRP is looking at staggering each group by 2 or 3 business days.

Q. Where can I get a form for grandfathered employees?

A. The Grandfathered Employees consent form will be found on the BCC online program under the heading of RESOURCES.

Q. Just to refresh my memory, what will be the cost of fingerprinting and background checks for non-grandfathered employees?

A. Non-grandfathered employees will be entered into the BCC and will not need fingerprinting unless they are changing jobs or getting a promotion. There is no fee to enter employees into the BCC.

Q. We operate 7 facilities in DE. We are sending our Corp User and backup user to training next week. Is it necessary for our facility level users to attend?

A. It would be a good idea to have facility level users attend the training.

Q. Do we have a timeframe to enter all current employees into BCC?

A. Grandfathered employees must be entered into the BCC within 120 days of GO LIVE. All non-grandfathered employees must be entered into the system by September 30, 2013.

Q. I lost my HR person who did the grandfathered list. Can I get a copy forwarded to me?

A. Yes. Additionally, the Division will be sending out a list of all grandfathered employees who have been fingerprinted and those who have not once GO LIVE has occurred. All grandfathered employees who have not been fingerprinted must do so within 120 days of GO LIVE.

Q. What type of information will be required for all employees (current) that we have to input into the system after GO LIVE?

A. For grandfathered employees, the data requirements for entry are the same as a new employee, i.e., name, address, job title, license/cert number (if any), and all of the I-9 fields. For non-grandfathered employees, only name, address, job title, and license/cert number (if any) will be required.

Q. Are we able to confirm our registration for class?

A. Yes.

Q. What info/ID do you need to attend training?

A. None. However, you will be asked to sign in to the training in order to obtain a certificate once the education has been completed.

Q. Do we have to have contractual employees go through this process?

A. If the contractual employee is someone who you specifically have a contract with spends more than 20 hours at the facility, yes. If the contractual employee is from another firm, then it is the firm's responsibility to obtain the necessary background checks.

Q. How do we know if we use an approved lab for drug screens?

A. Each provider/employer can choose its own lab for executing the drug test. There are no labs approved by the Division.

Q. I'm sorry, but can you explain the data entry of all employees? When is that starting, and what is it that we are inputting?

A. For grandfathered employees, the data requirements for entry are the same as a new employee, i.e., name, address, job title, license/cert number (if any), and all of the I-9 fields. For non-grandfathered employees, only name, address, job title, and license/cert number (if any) will be required. Data entry can start once your group has been given the green light for GO LIVE.

Q. When you say paperless, how will reports be available? We require the results in our files.

A. The BCC is a virtual filing cabinet. Instead of storing paper, the application will store all results associated with a background check for long term care employees.

Q. What if not using LabCorp for drug screening? Do we need to switch to them?

A. Each provider/employer can choose its own lab for executing the drug test. There are no labs approved by the Division.

Q. Out of state employers will be required to attend the live training in Delaware?

A. Yes. Training will not be conducted via webinars.

Q. Can the Corporate (Corp) User also be the HR Administrator and then have a Corporate Backup User that would cover both Corporate User and HR Administrator?

A. Yes. Each provider/employer can decide how to set up the roles of Corp User, Backup Corp User, and HR Administrator. The project team recommends a Corp User and a Backup Corp User.

Q. For a Vocational High School, would employees refer to all instructors? Would all students needed to be registered?

A. Instructors will not need a background check for long term care, unless they provide long term care. Students will need to have a background check completed prior to their clinical rotations.

Q. What is the turnaround time once put into the BCC, how quickly will we get the results?

A. Most results will be instantaneous, such as the quick check results. Receiving the Child Eligibility Letter, the state and federal criminal history reports, and drug test results will be real time, i.e., each provider/employer will not need to wait for the USPS to deliver the results.

Q. When we add our grandfathered employees into the system, if they automatically populate (meaning they already have a background check with another company), do we still need them to be re-fingerprinted?

A. No.

Q. In the hiring process will we still have the pre-hires sign release forms for example, Child & Adult Abuse registries?

A. Yes. There is a new consent form that the BCC is requiring all providers/employers to use. The consent form is located in the RESOURCES tab on the BCC online program.

Q. How do we find out when existing employees were last fingerprinted? Will the dates that employees were last fingerprinted be available?

A. Fingerprint dates will not be provided within the BCC. A message will display if a job applicant was fingerprinted less than 3 years ago. If no message appears, then the job applicant must get fingerprinted.

Q. Any training dates with the most availability?

A. Barbara Webb can supply these to you. Her e-mail address is Barbara.Webb@state.de.us.

Q. How do we get contacted about grandfathered employees who need to be fingerprinted?

A. The Division will supply the list to all employers who provided a grandfathered employee list once their GO LIVE has occurred.

Q. We've got our user designations, but when I go to the IAS link, I'm confused as to what we're supposed to click. I'm not sure what to choose in the drop down list for Item Requesting and Role Requesting.

A. For IAS, please choose the Corporate User role for all of your employees. For the BCC, please distinguish between a Corp User and a HR Administrator.

Q. Can we have more than one person register for the training?

A. Yes. Each provider can have up to three persons attend training if they wish.